

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Computer Support Associate

Class Code: 10713

A. Purpose:

Provides computer and client support by responding to client problems and installing hardware and software to ensure clients' computers run efficiently and uninterrupted.

B. Distinguishing Feature:

The Computer Support Associate resolves clients' problems using established techniques and procedures, referencing technical manuals or documentation. Problems that have few precedents are typically referred or reviewed by higher level personnel before solutions are implemented.

The Computer Support Specialist has an overall understanding of computer hardware, peripherals, devices and software applications to independently install, maintain, and troubleshoot hardware/software and resolve most client and system problems.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Provides software and hardware technical support to ensure efficient computer operations.
 - a. Responds to client problems or work requests.
 - b. References manuals and documentation.
 - c. Researches and resolves basic workstation hardware and software problems.
2. Sets, installs, configures, and maintains individual workstations, following written instructions to ensure accurate workstation setup and installation.
3. Provides network technical support by discovering and reporting problems.
4. Provides help desk support to resolve caller problems or questions about software, hardware or other areas of BIT.
 - a. Answers calls and gathers information about the problem.
 - b. Resolves problems using written documentation.
 - c. Generates service request tickets for problems not solved over the phone.
5. Performs other work as requested.

D. Reporting Relationships:

Typically reports to a Program Manager and directed by a Computer Support Team Leader. Does not supervise.

E. Challenges and Problems:

Challenged to identify and resolve client problems. This is difficult because it requires knowledge of the hardware and software components of individual workstations and client/agency specific application systems. Also challenged to gather sufficient information from clients in order to resolve their problems.

Typical problems resolved include identifying and resolving hardware or software applications errors.

F. Decision-making Authority:

Decisions made include whether a problem is software or hardware related, what printer setups to use for an appropriate printer, and if equipment needs repair.

Decisions referred include determining the priority of conflicting requests, software/hardware purchases and network problems.

G. Contact with Others:

Daily contact with clients to answer questions, identify problems, and provide advice or assistance.

H. Working Conditions:

Typical office environment. Installations and repairs may require working in cramped or confined spaces, lifting heavy equipment, and exposure to electrical hazards.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- the operation and maintenance of computers and associated equipment;
- data processing principles and applications,
- customer service techniques and principles.

Ability to:

- identify and resolve problems,
- instruct others,
- communicate effectively.